



THE NATIONAL TRUST

VOLUNTEER ROLE DESCRIPTION

Customer Information Assistant

Anticipated time contribution: At least one weekend day per month.

Expenses: Reimbursement of out-of-pocket travel costs between home and volunteering location, and other reasonable expenses agreed with the National Trust manager.

Location: Fountains Abbey & Studley Royal

National Trust manager: Andrew Moss, Volunteering & Group Visits Coordinator
Pam Lacey, Admissions & Recruitment Supervisor

Purpose of role:

To provide general assistance to the Customer Services team at the Visitor Centre during peak periods (weekends, bank holidays and school holidays). In particular welcoming and engaging with visitors to help ensure that their visit is both memorable and enjoyable. Acting as an information point, assisting visitors with their enquiries.

Key elements:

1. Familiarisation with the aims and objectives and work of the National Trust.
 2. Extending a friendly and helpful welcome to all visitors
 3. Providing information for visitors including the benefits of membership
 4. Listening and responding to visitors. Answering questions and sharing knowledge about this estate and the role and the work of the Trust.
 5. Helping ensure National Trust members are able to gain speedy, unhindered admission to the estate
 6. To actively promote the property including the historic landscape, guided tours, events, the restaurant and shop.
 7. Undertaking such other appropriate assistance in relation to customer services as may be reasonably requested by the National Trust manager.
 8. Working in compliance with the Trust's *Health and Safety Policy* at all times in order to take reasonable care for the Health and Safety of themselves and others.
-

All these arrangements are binding in honour only and not intended to be legally binding.